ACH DEBIT INSTRUCTIONS

The following pages explain what information you will need to report your EFT tax payment transaction. We have provided sample scripts of the questions that will be asked for both voice and touch tone telephone communications.

Before You Call   The following information is needed before initiating your ACH Debit transactions:

- **EFT Taxpayer Identification Number (TIN).** This is your California Department of Insurance assigned EFT Taxpayer Identification Number, specifically assigned to you for reporting your tax payments. This EFT TIN is for making tax payments through EFT and does not affect your CDI permanent number or your license number.

- **Security Code.** This is the 4-digit security code you have created for accessing the ACH network.

- **Tax Type Code.** The tax type code identifies the type of tax payment you are making.

- **Tax Due Date.** Indicates the tax due date for which you are reporting. See "Tax Due Dates" section for more information. This information must be given in MMDDYY format for touch tone telephone and computer entries.

- **Payment Amount.** Indicate the total dollars and cents.

- **Verification Code.** This is a figure you will calculate based on the amount you are paying. It is used to ensure that the information has been entered correctly. The verification code is a sum of the digits and the number of digits in your payment amount. For example, if your payment is $56,318.00, your verification code would be calculated as:

  The sum of the digits: 5+6+3+1+8+0+0=   23
  The number of digits: (5,6,3,1,8,0,0)=   7
  Verification Code   30

  The State's data collection service will also calculate the verification code. Your number and the system's number must match for the transaction to continue.

- **Date your Bank Account Will Be Debited**. Indicates the date   you would like the State's data collection services to debit your   bank account for the tax payment.   This information must be   given in MMDDYY format for touch tone telephone and   computer entries. The date can be as many as 60 days in advance of the date you want your bank account debited. Please make sure that the date you specify for your bank account to be debited is not a weekend or observed holiday.

ACH DEBIT INSTRUCTIONS
TOUCH TONE TELEPHONE CALLS

The following is a sample script of an ACH Debit payment reported to the State's data collection service using a touch tone telephone:

STEP 1   *DIAL:*   **1-800-554-7500**

STEP 2   *System:*   Welcome to the California EFT System. If you are calling from a touch tone phone, press "1" now. If you have a rotary phone, please hold the line for operator assistance.

                    Caller: 1

STEP 3   *System:*   To expedite your call, please press the pound sign (#) after each entry and after the system repeats your entry. If your entry or what you hear is NOT correct, press the star (*) key and the system will reprompt that field. At any time during the recording, press the star (*) key three times to transfer to an operator.

                    System: For the Board of Equalization, press "1".   For the Employment Development Department, press "2". For the Franchise Tax Board, press "3". **For the California Department of Insurance**, press "4".   For the Public Employees Retirement system, press "5". For the State Controller's Office, press "6".

                    Caller: *4#*

STEP 4   *System:*   To report a payment, press "1". To perform a cancellation or inquiry, press "2". For a security code change, press "3".

                    Caller: 1#

STEP 5   *System:*   Enter your EFT taxpayer ID number. (TIN).

                    Caller: _ _ _ _ _ _ _ _ # (8 digits)

                    CONTINUE ON NEXT PAGE

STEP 6   *System:*   You entered _ _ _ _ _ _ _ _.

   Caller: Press # to accept, or * to correct and reenter.

STEP 7   *System:*   Enter your security code.

   Caller: _ _ _ _ #

STEP 8   *System:*   Enter your tax type code.

   Caller: _ _ _ _ _ # (5 digits)

STEP 9   *System:*   You entered _ _ _ _ _.

   Caller: Press # to accept or * to correct and reenter.

STEP 10   *System:*   Enter the tax due date (MMDDYY).

   Caller: _ _ _ _ _ _ #

STEP 11   *System:*   You entered (month) (day) (century) (year).

   Caller: Press # to accept, or * to correct and reenter.

STEP 12   *System:*   Enter your tax amount.

   Caller: *$_____. __ #*

STEP 13   *System:*   You entered _____ dollars and _____ cents.

   Caller: Press # to accept, or * to correct and reenter.

STEP 14   *System:*   Enter verification code.

   Caller: _ _ #

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STEP 15   *System:*   Enter the date you would like your bank account debited (MMDDYY).   Please enter the date within 6 seconds, otherwise, the system will default the date to the next business day.

                   Caller: _ _ _ _ _ _ #

STEP 16   *System:*   You entered (month) (day) (century) (year).

                   Caller: Press # to accept or * to correct and reenter.

                   System: Tax report accepted. Your reference number is ____. Repeating, your reference number is _____.   Please record this number for your records.

STEP 17   *System:*   To disconnect, press "1". To continue with additional functions, press "2".

                   Caller: 1# - Thank you for using the California EFT System.
                                     2# - return to step #3.

ACH DEBIT INSTRUCTIONS
OPERATOR ASSISTED TELEPHONE CALLS

The following is a sample script of an operator assisted call for an ACH Debit payment reported to the State's data collection service.

STEP 1   ***DIAL:***   **1-800-554-7500**

STEP 2   *System:*   Welcome to the California EFT System. If you are calling from a touch tone phone, press "1" now. If you have a rotary phone, please hold the line for operator assistance.

                   Caller: Hold for operator assistance.

STEP 3   *Operator:*   Welcome to the California EFT System. Which agency are you reporting for?

                   Caller: California Department of Insurance

STEP 4   *Operator:*   Is this a payment, cancellation, inquiry, or security code change?

                   Caller: Payment.

STEP 5   *Operator:*   What is your EFT taxpayer ID number? (TIN).

                   Caller: _ _ _ _ _ _ _ _ (8 digits)

STEP 6   *Operator:*   What is your security code?

                   Caller: _ _ _ _ (4 digits)

STEP 7   *Operator:*   What is your tax type code?

                   Caller: _ _ _ _ _ (5 digits)

CONTINUE ON NEXT PAGE

STEP 8   *Operator:*   What is your tax due date?

                    Caller: _ _ _ _ _ _ (MMDDYY)

STEP 9   *Operator:*   What is your tax amount?

                    Caller: $ _____. ___.

STEP 10   *Operator:*   What is your verification code?

                    Caller: _ _ (2 digits)

STEP 11   *Operator:*   What is the date you would like your bank account debited?

                    Caller: _ _ _ _ _ _ (MMDDYY)

                    Operator: Tax report accepted.

                    Operator: Your reference number is ____. Please record this number for your records.

STEP 12   *Operator:*   Do you have another tax transaction?

                    Caller: Yes – return to step #3.
                                         No - proceed to step #13.

STEP 13   *Operator:*   Thank you for using the California EFT System.

ACH DEBIT INSTRUCTIONS
PAYMENT CANCELLATION

The following is a sample script when canceling a tax payment. A cancellation can be made on transactions until the day before your account is debited for payment:

STEP 1   ***DIAL:***   **1-800-554-7500**

STEP 2   *System:*   Welcome to the California EFT System. If you are calling from a touch tone phone, press "1" now. If you have a rotary phone, please hold the line for operator assistance.

Caller: Hold for operator assistance.

STEP 3   *Operator:*   Welcome to the California EFT System. Which agency are you reporting for?

Caller: California Department of Insurance.

STEP 4   *Operator:*   Is this a payment, cancellation, inquiry, or security code change?

Caller: Cancellation.

STEP 5   *Operator:*   What is your EFT taxpayer ID number? (TIN)

Caller: _ _ _ _ _ _ _ _ (8 digits).

STEP 6   *Operator:*   What is your security code?

Caller: _ _ _ _ (4 digits).

STEP 7   *Operator:*   What is the reference number of the payment you wish to cancel?

Caller: _____.

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STEP 8   *Operator:* Are you sure you want to cancel this payment?

       Caller: Yes - *proceed to next step.*
              No - *skip to step #10.*

STEP 9   *Operator:* Cancellation complete. Your reference number is __.

STEP 10   *Operator:* Do you wish to perform additional functions?

       Caller: Yes – *proceed to next step.*
              No – Thank you for using the California EFT System.

STEP 11   *Operator:* Is this cancellation for the same EFT Taxpayer ID Number?

       Caller: Yes – return to step #7.
              No – return to step #3.

ACH DEBIT INSTRUCITONS
PAYMENT INQUIRY

The following is a sample script when making an inquiry about a tax payment:

STEP 1   *DIAL:*   **1-800-554-7500**

STEP 2   *System:*   Welcome to the California EFT System. If you are calling from a touch tone phone, press "1" now. If you have a rotary phone, please hold the line for operator assistance.

             Caller: Hold for operator assistance.

STEP 3   *Operator:*   Welcome to the California EFT System. Which agency are you reporting for?

             Caller: California Department of Insurance.

STEP 4   *Operator:*   Is this a payment, cancellation, inquiry, or security code change?

             Caller: Inquiry.

STEP 5   *Operator:*   What is your EFT taxpayer ID number? (TIN)

             Caller: _ _ _ _ _ _ _ _ (8 digits).

STEP 6   *Operator:*   What is your security code?

             Caller: _ _ _ _ (4 digits).

STEP 7   *Operator:*   What is the reference number of the payment you wish to inquire about?

             Caller: _____.

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STEP 8   *Operator:*   Do you wish to inquire upon additional payments?

                                Caller: Yes – skip to step #10.
                                               No - proceed *to next step.*

STEP 9   *Operator:*   Do you wish to perform additional functions?

                                Caller: Yes – return to step #4.
                                             No – Thank you for using the California EFT System.

STEP 10   *Operator:*   Is this inquiry for the same EFT Taxpayer ID Number?

                                Caller: Yes - return to step #7.
                                           No - return to step #3

ACH DEBIT INSTRUCTIONS
SECURITY CODE CHANGE

The following is a sample script to change the security code of ACH Debit taxpayers:

STEP 1 *DIAL:* **1-800-554-7500**

STEP 2 *System:* Welcome to the California EFT System. If you are calling from a touch tone phone, press "1" now. If you have a rotary phone, please hold the line for operator assistance.

Caller: 1

STEP 3 *System:* To expedite your call, please press the pound sign (#) after each entry and after the system repeats your entry. If your entry or what you hear is NOT correct, press the star (*) key and the system will reprompt that field. At any time during the recording, press the star (*) key three times to transfer to an operator.

System: For the Board of Equalization, press "1". For the Employment Development Department, press "2". For the Franchise Tax Board, press "3". **For the California Department of Insurance**, press "4". For the Public Employees Retirement System, press "5". For the State Controller's Office, press "6".

Caller: 4#

STEP 4 *System:* To report a payment, press "1." To perform a cancellation or inquiry, press "2". For a security code change, press "3".

Caller: 3#

STEP 5 *System:* Enter your EFT Taxpayer ID Number (TIN).

Caller: _ _ _ _ _ _ _ _ # (8 digits)

CONTINUE ON NEXT PAGE

STEP 6   *System:*   You entered _ _ _ _ _ _ _ _.

               Caller: Press # to accept or * to correct and reenter.

STEP 7   *System:*   Enter your security code.

               Caller: _ _ _ _ # (4 digits)

STEP 8   *System:*   Enter the new security code.

               Caller: _ _ _ _ # (4 digits)

STEP 9   *System:*   Enter the new value a second time for verification.

               Caller: _ _ _ _ # (4 digits)

STEP 10   *System:*   Your new security code has been accepted. To disconnect, press "1". To perform additional functions, press "2".

               Caller: 1# - Thank you for using the California EFT System.
                               2# - return to step #3.